



ESIC MEDICAL OFFICERS' ASSOCIATION

MINISTRY OF LABOUR & EMPLOYMENT, GOVT. OF INDIA

Regd. Office : D-1/1 (IInd Floor), Model Town-III, Delhi-110009

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Ref. No.64/2023

Date07 AUG 2023

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The Director General

HQ, ESI Corporation, Panchdeep Bhawan

CIG Road, New Delhi 110002

Subject: Regarding Prescription/dispensing of medicines to patients.

Dear sir,

With request to subject matter cited above, I wish to submit the following for your kind perusal and needful action.

- 1) That ESIC HQ office had issued guidelines on this matter on 28/12/2022 vide no. V-14/11/15/2014/Med. I (Policy). Pursuant to these guidelines, only Dhanwantri module is to be used for prescription/dispensation of medicines to patients so as to avoid hassles.
- 2) The dispensaries are duly abiding by these guidelines but the hospitals had faltered in compliance to above said orders. Consequently, patients face undue harassment because hospitals are not dispensing medicines/or dispensing 1-2 medicines only. Also, the remaining medicines are not prescribed online on Dhanwantri module but are prescribed offline on OPD slips.
- 3) The frivolous reasons cited by Hospitals for this noncompliance is non-availability of enough computers on each OPD Doctor/Desk, non-availability of medicines in Hospital pharmacy etc.
- 4) Thus, the patients are sent back to dispensary with medicines prescribed on OPD slips (without even online prescription on Dhanwantri module).
- 5) The same applies to medicines which are to be provided by "Local purchase".
- 6) It is astonishing that the Central store (which supplies medicines to their respective dispensaries) is located in every hospital but the hospital pharmacies still fail to provide medicines at their counters to OPD patients visiting them. Also, the patients are deliberately given 1 or 2 medicines and are asked to obtain the rest of medicines from dispensaries.
- 7) Thus, the Hospitals have been conveying to patients (in a subtle way) that in any case you (the patient) shall have to stand in ques at two places, so better obtain your whole slot of medicines from dispensary only. Ostensible this is a deliberate attempt on part of Hospitals to discourage patients from getting medicines from hospital pharmacies which return increases the patients' inconvenience (in terms of loss of time, money, energy).
- 8) Further at the dispensary level, attending doctors are compelled to copy the offline prescribed medicines of hospitals so that required medicines are dispensed to patients.
- 9) Needless to say, that this practice results in duplication of work and enhances unnecessary hassles to the patients. Also, this practice is deviation from Delhi Medical Council rules /ethics which forbids copying of another doctor's prescription.
- 10) The sole reason for this repeat exercise of medicine prescription is non compliance/default/irresponsible attitude of Hospital Authorities/Doctors despite clear instructions from HQ on this matter.
- 11) ESICMOA executives had apprised your good self about all these issues in their meeting on 21 November 2022 and were assured that needful rectifications/ corrections shall be done for smooth delivery and dispensation of medicines to IPs. But despite passage of more than 08 months the ground reality in this matter remains grim.
- 12) Hence by way of this letter we request you to direct the concerned authorities that:
 - i) 100% online prescription be done by hospital doctors.
 - ii) no duplication of prescription by dispensary doctor for offline prescribed medicines by Hospital. Once medicines are prescribed by Hospital doctors, that medicine (if need to be dispensed from dispensary) shall be made straight away available to patients without duplication of prescription again by Dispensary doctor.
 - iii) local purchase medicines (LP) also be made available at concerned hospital itself.
- 13) This streamlining of medicine prescription and dispensation will avoid inconvenience/ hassles to our valuable IPs and will also be in sync with DMC guidelines. I hope you will do needful to end this malpractice at our ESIC run hospitals / dispensaries at Delhi.

With warm Regards

Dr Md Mozaffar Uddin

General Secretary

(Copy to: Director Medical Delhi/ Director Medical Noida (ESIC))

